

## Glossary of Terms

**Analog standard:** A system utilizing a continuous signal to transmit data (as opposed to a digital system).

**Basic Service:** A tier of Cable Video service, often price regulated, which includes local broadcast channels and community access programming.

**Broadband:** Term commonly used by consumers to refer to high-speed, high-capacity internet service.

**Competitive Local Exchange Carrier:** Non-incumbent wireline voice service provider authorized under state and federal regulations to compete with ILECs to provide local telephone service within the ILEC service territory.

**Consumer Division:** The division within the DTC that is responsible for responding to inquiries and complaints from consumers.

**Coverage holes (dead zones):** Areas that wireless carriers do not cover, typically because of the physical terrain and/or lack of customers, in which it is impossible to make and receive wireless calls.

**Department of Telecommunications and Cable:** The state agency charged with regulating the telecommunications and cable industries.

**Department of Telecommunications and Energy:** The DTC's predecessor, which regulated telecommunications and cable companies, as well as energy utilities. The DTE ceased to exist effective April 11, 2007.

**Digital:** System using a binary code to represent information. Digital signals are modular, as opposed to the analog system in which signals are continuous.

**Digital Television transition:** The transition from analog signal to digital signal of full-power television station broadcasts as required by federal legislation.

**Direct Broadcast Satellite:** The broadcast delivery system commonly referred to as "satellite television." This television system works by transmitting broadcast signals to orbiting satellites, which receive the signal, amplify it, and transmit it back to earth. A small receiver dish and receiver unit enables consumers to receive these signals.

**Effective competition petition:** A petition submitted by cable operators to the Federal Communications Commission seeking a determination that they are subject to effective competition. If a determination of effective competition is made, that operator is no longer subject to regulation by the local franchising authority.

**Enhanced 911 (E911):** An advanced form of 911-service in which the caller's telephone number is cross referenced to a database which provides the emergency dispatcher with the caller's location.

**Facilities-Based service provider:** Voice service provider that fully owns its own network infrastructure that connects the provider to its subscribers.

**Incumbent Local Exchange Carrier:** The dominant and “traditional” wireline voice service providers that provide local telephone service in specific geographic or “service” areas.

**Interconnection Agreement:** A contract between telecommunications providers allowing different carriers to connect calls to each other’s customers.

**Intermodal competitive platform:** A system that provides voice services by connecting different technologies to the PSTN, e.g. cable VoIP and wireless voice.

**Overbuild Cable Video service (Overbuild or Overbuilder):** A Cable Video service provider who offers an alternative to the incumbent.

**Partial Facilities-Based service provider:** A voice services provider that partially owns its own network infrastructure, but the initial connection and line from the customer to the provider is owned by another provider. This connection is leased from that other provider.

**SQI Report:** A report filed by Verizon with DTC providing an overview of the company’s customer service and outage results on a monthly basis for Massachusetts.

**Switch:** A channeling device which facilitates two-way communication. In a traditional circuit-switch telephone network, switches are utilized to establish dedicated voice and/or data connection between multiple parties.

**Trouble Call (Trouble Report):** A complaint that prompts Verizon to investigate whether interference is causing interruption or poor quality of voice service.

**Unbundled network elements (UNE):** Parts of the telecommunications network that are defined as physical and functional elements of the network, which include, but are not limited to, local loops, switched ports, and dedicated and common transport facilities. These elements are leased from Verizon by partial facilities-based providers.

**UNE-Platform:** Is a complete set of UNEs that represents a complete end-to-end circuit. CLECs have traditionally used this ILEC service to provide service to their customers.

**Voice over Internet Protocol (VoIP):** A technology that allows a consumer to make voice calls using a broadband Internet connection instead of a regular telephone line. VoIP technology sends voice over the Internet as packets of data, which are then reassembled on the receiving end rather than connecting directly over a single dedicated open circuit.

**Wireless substitution:** The act whereby a consumer replaces Wireline Voice service for a Wireless Voice service as the household’s sole voice service.

**Wireless voice service:** Voice service provided through the use of a radio spectrum, antenna and/or satellite.

**Wireline voice service:** Voice service provided through physical connections to a consumer's premises such as copper wire, coaxial cable, or fiber optic cable.